

MORE TH>N[®] BUSINESS

PART OF THE RSA GROUP

Landlords Insurance
Policy Wording



YOUR BUSINESS INSURANCE

Customer Care Services

As part of our commitment to customer care, we have provided additional services to help you when you need it most.

Claims Helpline

We recognise that losses mean disruption to your business and that the ultimate test of any insurance policy is providing a fast, effective claims service. We also realise that running a business means that it might not be convenient for you to report a claim to us during normal office hours. That's why you can now notify us of any claim when it suits you – any time of the day or night. All you have to do is call!

Emergency Repairs

Should emergency repairs be needed to your property, we will put you in touch with a tradesman from our carefully selected panel. You will have to pay the cost of any work done, but where the damage is caused by the insured event, you can of course submit the cost as part of your claim. Whatever the nature of the emergency, you just need to make a single phone call.

Catastrophe Claim

If you are faced with a major catastrophe, such as a serious fire or flood, we recognise that you will need expert assistance immediately. We will send a representative to help you in a major crisis, 24 hours a day, 365 days a year.

Advice Lines

Where do you turn to for answers to questions that affect your business? Our advice lines will put you in touch with highly qualified experts who can offer information and assistance on a wide range of issues:

- Legal Assistance (available 24 hours)
- Health and Safety issues (available 24 hours)
- Tax advice (available Monday to Friday, 9am to 5pm)
- Stress Counselling (available 24 hours)

Helplines Card

This is your Helplines Card. Please keep it in a safe place.

Landlord Helplines Card

24 hour Claims Helpline (including Emergency Repairs and Catastrophe Claim) (Quote your Policy number)	0800 072 0227*
Advice Lines (Quote ref. no. 71113)	01455 255015*

* For your protection, telephone calls may be recorded or monitored

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How to use the Helpline Services

Telephone the relevant number shown on your card, 24 hours a day, 365 days a year. Please quote code number 71113 for the Advice service.

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About your insurance policy

Your insurance policy is made up of this policy wording, and **your Summary of Insurance** which shows the sums insured, **our** limits of liability, premium **you** will pay, and any other terms which apply to **your** policy.

You should read the **Summary of Insurance** and the policy wording together, to tell **you** what is covered and what is excluded, how **we** settle claims and other important information.

Some words in this policy have a special meaning. They appear in **bold type** whenever they appear in the policy, and are listed under "Words with special meanings" at the end of the policy.

We have set out 'what is covered' to the left of each page, and 'what is excluded' to the right.

There are also some special exclusions which apply to the whole of certain sections.

The insurance contract

This insurance policy is a legal contract between **you** and **us**. The contract is based on the information **you** gave **us** when **you** applied for the insurance, and any subsequent information which **you** have supplied.

We will provide cover for the sections of the policy shown on **your Summary of Insurance** for the **insurance period**, subject to all the conditions and exclusions applying. **You** must pay the premium for the **insurance period** and comply with all of the policy conditions.

If **you** do not meet **your** part of the contract, **we** may turn down a claim or reduce the amount **we** pay for a claim.

This policy has been issued by Royal & Sun Alliance Insurance plc.

Telephone helplines

As a valued RSA customer **you**, or any of **your** directors, **business** partners, or principals have access to **our** Legal Advice, Glass Replacement and Emergency Repairs Helplines 24 hours a day, 7 days a week.

The telephone call and advice will cost **you** nothing, but **you** may have to pay for any service **you** decide to use if the claim is not covered by **your** policy.

Whenever **you** need help, all **you** need to do is telephone the number shown on **your** helplines card and quote **your** number, which is shown on **your Summary of Insurance** and **we** will do the rest.

The helplines can assist in the following areas: -

Helpline

Legal Advice

Glass Replacement

Emergency Repairs

Advice on

Most aspects of legal advice such as employment law, company law, health and safety at work etc.

Arrangements for a glass replacement company to repair or replace broken glass in windows, or boarding-up if a replacement cannot be done at the time.

Arrangements for a contractor to effect emergency repairs to **your buildings** following **events** such as storm, flood, theft or fire.

Property damage insurance

This section of **your** insurance policy sets out the cover **we** provide for **your buildings** and **rent** received by **you**.

What is covered

Damage to **your buildings** caused by the following events.

1. Fire, lightning, explosion, aircraft or other aerial devices or articles dropped therefrom.

2. Earthquake.

3. Riot, civil commotion, strikers, locked-out workers, labour or political disturbances or Malicious Damage.

4. Storm or flood.

5. Escape of water or oil from any tank, apparatus, pipe or appliance.

What is excluded

Damage caused by the bursting of any boiler or other plant owned by **you** or under **your** control and in which the internal pressure is due to steam only.

However, **we** will not exclude **damage** caused by the explosion of any boiler or gas used only for domestic purposes.

The **excess** shown by "Malicious Damage" on **your Summary of Insurance**.

Damage arising from nationalisation, confiscation, requisition, seizure or destruction by the government or other public authority.

Damage caused by the stoppage of work.

The **excess** shown by "Storm or Flood" on **your Summary of Insurance**.

Damage caused by a change in the water table level.

Damage caused by frost, subsidence, ground heave or landslip.

Damage to fences and gates unless caused by falling trees or there is **damage** to structural parts of the **buildings** at the same time.

Damage to trees, plants, shrubs and turf unless there is **damage** to structural parts of the **buildings** at the same time.

The **excess** shown by "Escape of Water" on **your Summary of Insurance**.

Damage by water discharged or leaking from an automatic sprinkler installation.

What is covered

6. Impact by any vehicle or animal.

7. Accidental escape of water from any automatic sprinkler installation.

8. Theft or attempted theft.

9. Subsidence ground heave or landslip.

10. Any other accident.
-

What is excluded

The **excess** shown by "Impact" on **your Summary of Insurance**.

Escape caused by the freezing or unfreezing of the installation or any part of it in any **buildings** which are **unoccupied**.

The **excess** shown by "Theft" on **your Summary of Insurance**.

Damage which **you** can recover from another source.

The **excess** shown by "Subsidence" on **your Summary of Insurance**.

Damage arising from normal settlement or bedding down of new structures.

Damage arising from the settlement or movement of made-up ground.

Damage caused by the coast or river bank being eroded.

Damage caused by the **buildings** being constructed, demolished, altered or repaired or any groundworks or excavation works at **your** premises.

Damage commencing prior to the start date of this insurance.

The **excess** shown by "Any other accident" on **your Summary of Insurance**.

Damage caused by

- a) any of the **events** 1 to 9
- b) anything under the "What is excluded" paragraphs of **events** 1 to 9 whether insured or not.

Damage to any **buildings** caused by

- a) their own faulty or defective design or materials
- b) inherent vice, latent defect, gradual deterioration, wear and tear
- c) faulty or defective workmanship by **you** or **your employees**.

However, **we** will not by this exclusion exclude subsequent **damage** which itself results from a cause not otherwise excluded.

What is covered

What is excluded

Damage caused by

- a) corrosion, rust, wet or dry rot, marring, scratching, vermin, insects
- b) joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, superheaters, pressure vessels or any range of steam and feed piping in connection therewith
- c) mechanical or electrical breakdown or derangement in respect of the particular machine, apparatus or equipment in which the breakdown or derangement originates.

However, **we** will not by this exclusion exclude subsequent **damage** which itself results from a cause not otherwise excluded.

Damage caused by

- a) pollution or contamination unless resulting from a sudden, identifiable, unintended and unexpected cause which occurs in its entirety at a specific moment in time and place during any one **insurance period** and which is not otherwise excluded
- b) disappearance or unexplained loss.

Damage to any **buildings** or structure caused by its own collapse or cracking unless resulting from a sudden, identifiable and unexplained cause which occurs in its entirety at a specific moment in time and place during any one **insurance period** and which does not result from

- a) any **buildings** being built, demolished or undergoing structural alteration or repair
 - b) groundworks or excavation works and is not otherwise excluded.
-

Extra Covers

This section of **your** insurance policy also covers

11. Professional **fees**.

Professional **fees** reasonably and necessarily incurred in the rebuilding or repair following **damage** to **your buildings** which is covered by this policy.

12. Removal of debris.

The costs incurred with **our** consent in removing debris, dismantling, demolishing, shoring up and propping portions of the **buildings** as a result of **damage** which is covered by this policy.

Professional **fees** incurred in the preparation of any claims.

Costs incurred in removing debris from outside the site of the **buildings** other than from the surface area immediately adjacent to the perimeter of the **buildings**.

What is covered

The cost incurred in clearing, cleaning or repairing **services** as a result of **damage** which is covered by this policy.

-
13. Replanting trees, shrubs, plants and turf used in landscaping following **damage** which is covered by this policy.

The costs incurred restoring any such item of landscaping to its appearance when first planted.

-
14. Additional sprinkler costs.

The costs incurred in upgrading an automatic sprinkler installation to current LPC Rules solely as imposed upon **you** by **us** after **damage** to **your buildings** which is covered by this policy provided that at the time of **damage** the installation conformed to the 28th or 29th Edition Rules or to LPC Rules current at the time of installation but did not conform to subsequent amendments to those Rules.

-
15. Fire extinguishers and intruder alarms.

The costs incurred in refilling fire extinguishing appliances, replacing used sprinkler heads and resetting fire or intruder alarms following **damage** to **your buildings** which is covered by this policy.

-
16. Gas and metered water.

Gas or metered water charges incurred as a result of **damage** to **your buildings** which is covered by this policy.

What is excluded

Costs incurred or arising from pollution or contamination however caused to property not covered by **your** insurance policy.

Costs incurred in respect of **damage** which occurred prior to the start date of this insurance.

In respect of any one occurrence of pollution or contamination which results in the removal of debris from car parks, roads or pavements, **we** will not pay more than 10% of the **buildings** sum insured for that item or £250,000 (whichever is the less). In respect of all such occurrences during any one **insurance period**, **we** will not pay more than £1,000,000 in total.

Any cost arising from the failure of these items to germinate or become established.

In respect of any one loss, and in respect of all such losses in total during any one **insurance period**, **we** will not pay more than £25,000.

Any loss which has not been discovered and remedial action taken within 30 days of the occurrence of the **event**.

What is covered

17. Glazing Repairs.

Following an insured **event**, **we** will pay the reasonable costs of any boarding up or temporary glazing of broken glass if a replacement cannot be made at the same time including:-

the costs of removing and refixing window fittings.

18. Insurance Premiums.

The cost of any insurance premiums (or Technical Agents fees in respect of Latent Defects Policies) incurred by **you** with **our** consent in arranging contract works insurance policies with **us** (or in continuing pre-existing Latent Defects policies) following **damage** to **your buildings** which is covered by this policy.

19. Locks and Keys.

The cost of

- Changing parts of the locks; or
- Replacing the locks

if the keys to a safe, strongroom or door of **your buildings** are stolen or there is reasonable evidence that the keys have been duplicated by an unauthorised person.

20. Trace and access.

In the event of **damage** resulting from **event 5** **we** will pay the costs incurred in locating the source of the **damage** and making good.

21. Unauthorised use of electricity gas or water.

We will pay the cost of metered electricity, gas or water for which **you** are legally responsible arising from its unauthorised use by persons taking possession, keeping possession or occupying **your buildings** without **your** authority.

Payment under this cover is conditional on **your buildings** being inspected at least weekly by **you** or **your** representatives whenever they are **unoccupied**. All steps must be taken to end unauthorised occupation of the **buildings** as soon as **you** or **your** representatives become aware of it.

What is excluded

We will not pay more than £1,000 for any one claim.

We will not pay more than £25,000 for any one claim.

We will not pay more than £25,000 for any one claim.

Section exclusions

These exclusions only apply to the Property damage insurance section.

We do not cover :-

1. Radioactive Contamination

any claim or expense of any kind directly or indirectly caused by, or contributed to by, or arising from:

ionising radiation or radioactive contamination from any nuclear fuel or waste which results from the burning of any nuclear fuel; or

the radioactive, toxic, explosive or other dangerous properties of any nuclear assembly or any part of it.

2. War Risks

any **damage** caused by war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

3. Sonic Bangs

any **damage** caused by pressure waves caused by aircraft or other flying objects moving at or above the speed of sound.

4. Terrorism

any **damage** or loss resulting from **damage** occasioned by or happening through or in consequence directly or indirectly of

A) Terrorism regardless of any other other cause or event contributing concurrently or in any other sequence to the loss

and

B) in Northern Ireland

1) riot or civil commotion

2) strikers locked -out workers or persons taking part in labour disturbances or malicious persons but this shall not apply to **damage** by fire or explosion

This insurance also excludes **damage** or loss resulting from **damage** directly or indirectly caused by resulting from or in connection with any action in controlling preventing suppressing or in any way relating to any act of Terrorism.

In Great Britain and Northern Ireland Terrorism means –

acts of persons acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of Her Majesty's government in the United Kingdom or any other government de jure or de facto.

In so far that the insurance by this Policy is extended to include any situation elsewhere than in Great Britain and Northern Ireland Terrorism means –

any act including but not limited to the use of force or violence or the threat of any person or group of persons whether acting alone or on behalf of or in connection with any organisation or government committed for political religious ideological or similar purposes including the intention to influence any government or put the public or any section of the public in fear.

In any action suit or other proceedings where **we** allege that by reason of this exclusion any **damage** or loss resulting from **damage** is not covered by **your** policy (or is covered only up to a specified limit of liability) the burden of proving that such **damage** or loss is covered (or is covered beyond that limit of liability) shall be upon **you**.

5. Data Recognition Exclusion

Unless **damage** or interruption of or interference with the **business** results from anything under the "What is covered" events 1 to 9 of the Property damage insurance there is no cover for direct or indirect **damage**, interruption of or interference with the **business** caused by any Failure of a System resulting in **damage** (whether direct or indirect) to any such System or to any other property insured.

Definitions

- (A) Failure of a System means the failure or inability of a System (whether or not owned by **you**)
- (1) correctly to recognise or utilise any data concerning a date (whether a date in the Year 2000 or any other date) as being such calendar date as the data is intended to represent
 - (2) to operate as a result of any command programmed in to the System utilising any date (whether a date in the year 2000 or any other date)
- (B) System includes computers other computing and electronic and mechanical equipment linked to a computer hardware software programs data electronic data processing equipment Microchips and anything which relies on a Microchip for any part of its operation
- (C) Microchip includes integrated circuits and microcontrollers

Property damage insurance – claims settlement

How we settle claims for damage to buildings

As long as the **damage** is covered under **your** policy, **we** will, at **our** option, pay either the cost of rebuilding the **buildings**, or the cost of restoring the damaged parts, to a condition the same as when new, but not better or more extensive.

We may choose to rebuild or restore the **buildings** ourselves but without being bound to rebuild or restore the **buildings** exactly or completely and only as circumstances permit and on the basis that **our** liability is limited to the sum insured.

If the **buildings** or damaged parts cannot be restored to their original form, **we** will rebuild or restore them with materials of a similar quality. In this instance, the **buildings** will not be regarded as being in better condition than new, provided that **our** liability for any additional costs does not exceed 5% of the **declared value** for that item.

The **buildings** may be wholly or partially rebuilt on another site and in any manner suitable to **your** requirements provided that this does not increase **our** liability.

If any undamaged parts of the **buildings** form part of a design or function common to the damaged parts, **we** will pay for the replacement, repair or modification of the undamaged parts.

If your declared value is too low

If the **declared value** for any one item is less than the **Day One Rebuilding Value** (excluding VAT), **we** will only pay for a comparable proportion of the **damage**.

Excess

We will deduct the **excess** from the amount **we** pay **you** to settle **your** claim. If more than one premises is damaged by the same **event** under one claim, the **excess** will be deducted for each premises as if a separate claim had been made.

The most we will pay

The most **we** will pay for any one item is the sum insured shown by "Buildings" on **your Summary of Insurance**, less any **excess** as described above.

Our liability may exceed the sum insured when such excess is solely in respect of Value Added Tax.

If **damage** occurs to only part of the **buildings** **our** liability for all costs in total shall not exceed the amount which we would have paid if the **buildings** had been totally destroyed.

We will also pay for any of the extra covers 14-21 above.

If rebuilding or restoration are not carried out

If **you** do not rebuild or restore the **buildings** or if **you** do not commence such rebuilding or restoration as soon as possible, **we** will pay the reduction in market value of the **buildings** immediately following the **damage** solely as a result of the **damage** but not exceeding the amount which would have been payable had the **buildings** been rebuilt or repaired.

Building regulations, Local Authority requirements or European Union legislation

We will pay the cost of meeting building regulations, local authority requirements or European Union legislation imposed on **you** following the **damage**, unless **you** knew that **you** needed to meet any regulations or conditions

and a notice had been served on **you** before the **damage** happened.

Our liability in respect of the cost of complying with such regulations relating to undamaged portions of the **buildings** (other than the foundations) is limited to 15% of the amount **we** would have been liable to pay to reinstate the **buildings** had they been wholly destroyed.

We will not pay the cost of any charge which may arise out of capital appreciation as a result of complying with such regulations.

Buildings awaiting demolition

If at the time of the **damage** any **buildings** are awaiting demolition, **our** liability is limited to the additional cost of removing debris, as detailed in the Extra Covers section, which are incurred by **you** solely as a result of such **damage**.

Buildings awaiting refurbishment, redevelopment or renovation

If at the time of the **damage** any **buildings** are awaiting refurbishment, redevelopment or renovation, **we** will not pay for any costs which would have been incurred by **you** in the absence of such **damage**.

Alteration and Additions to the buildings

If alterations or additions are made to the **buildings** during the **insurance period**, and they are not more specifically insured, the following increases in cover shall apply from practical completion of the work until the renewal date immediately following the completion:

Buildings

The **declared value** and sum insured shall each be increased by the value of the alterations or additions not exceeding either 10% or £500,000 whichever is the less.

Rent

If the **rent** received by **you** is to increase following completion of the alterations or additions, the **rent** sum insured shall be increased by the anticipated amount of the additional **rent** for the **indemnity period** not exceeding either 10% or £50,000 whichever is the less.

Index-linking

We will change the **buildings declared value** and sum insured each month using the General Building Cost Index or another similar index.

If the **declared value** increases because of index linking, **we** will not make any extra charge until **you** renew the policy.

The new premium will be based on the new **declared values** shown on **your Summary of Insurance**.

Other factors which affect the way we settle claims for buildings

Further investigation expenses

If **your buildings** have suffered **damage** and in the opinion of a competent construction professional there is a reasonable possibility of other **damage** to parts of the same **buildings** which is not immediately apparent, **we** will pay the costs incurred by **you** with **our** prior consent in establishing whether further **damage** has occurred.

We will also pay the costs incurred by **you** in establishing whether other **buildings** owned by **you** in the vicinity have suffered **damage** in the same incident.

Value Added Tax

We will pay the Value Added Tax payable by you which you are not subsequently able to recover, provided that:

- (1) (A) your liability for such tax arises solely from the rebuilding or restoration of the buildings following damage
 - (B) we have paid or agreed to pay for such damage
 - (C) if the payment we make in respect of the rebuilding or restoration is less than the actual cost of rebuilding or restoration, we will only pay the same proportion of the Value Added Tax applicable.
- (2) Your liability for such tax does not arise from the replacement buildings having a greater floor area than or being in a better condition or more extensive than the damaged buildings.
 - (3) If the buildings are rebuilt on another site following damage, we will not pay more Value Added Tax than we would have done had the rebuilding been completed at the original site.
 - (4) We will not pay any amounts in relation to penalties imposed upon you for late or non-payment of Value Added Tax.

How we settle claims for rent

As long as the damage is covered under your policy, we will pay the following :-

- the reduction in the rent you receive in respect of your buildings; and
- any costs, including legal fees, which you incur in reletting the buildings

caused solely as a result of the damage, from the date of the damage until the expiry of the indemnity period showing in your Summary of Insurance.

We will pay other costs you incur that are necessary to reduce the loss of rent during the indemnity period but no more than the amount of reduction avoided.

We will also pay the reasonable charges paid by you and incurred with our written consent to:

professional accountants for producing any such information that we may require from your accounts to help us assess the claim

legal advisers for determining your contractual rights under any rent cessor clause or insurance break clause contained in the lease but not for any other claims preparation costs.

If your sum insured is too low

If the sum insured on annual rent received is less than the Day One Rental Value, we will only pay for a comparable proportion of the amount we would otherwise pay.

The most we will pay

The most we will pay is 200% of the sum insured shown on your Summary of Insurance in respect of the relevant buildings.

Other factors which affect the way we settle claims for rent

Savings

If following **damage you** use other premises to provide accommodation to tenants or prospective tenants of the **buildings**, the **rent** received from those premises during the **indemnity period** shall be taken into account in assessing the loss of **rent**.

If any charge or expenses payable out of **rent** shall cease or reduce during the **indemnity period** as a result of the **damage**, the sum saved shall be deducted from the amount otherwise payable.

Late payment of rent

We will attempt to pay any claim for loss of **rent** on the same date as the **rent** would have been paid to **you** by the tenant. If **we** pay at a later date then **we** will also pay an amount representing the loss of interest suffered by **you** during the delay period.

Prevention of Access

We will pay for loss of **rent** caused by a prevention of access to or use of **your buildings** as a result of **damage** to any property in the immediate vicinity of **your buildings** by any of the **events** insured by **your** policy and not otherwise excluded.

We will not pay more than 10% of the **rent** sum insured for this item or £250,000 (whichever is the less).

Managing Agents Premises

The insurance for reduction in **rent** is extended to include loss caused solely by **damage** by any of the **events** insured (and not otherwise excluded) to buildings or other property at any location in the **United Kingdom** owned or occupied by **your** managing agents for the purposes of their business in consequence of which **your rent** receivable is reduced.

We will not pay more than 10% of the **rent** sum insured for this item or £250,000 (whichever is the less).

Legal liabilities to employees insurance

The cover **we** provide in this section meets the conditions relating to compulsory insurance law within the **British Isles**.

What is covered

(1a) **Your** legal liability to pay damages and/or costs which are the result of **injury** to any **employee**, caused during any **insurance period**.

The **event** must happen:

- (i) in connection with the **employee's** employment by **you** in the **business**
 - (ii) within the **British Isles** or
 - (iii) while temporarily elsewhere in the world
- (1b) the costs of legal representation at any coroners inquest, fatal inquiry, or Court of Summary Jurisdiction incurred with **our** written permission in connection with a claim covered under paragraph (1a) above.
- (1c) other costs and expenses incurred with **our** written permission in connection with a claim covered under paragraph (1a) above.

What is excluded

Any **injury** in respect of which **you** are required to arrange insurance or security in accordance with road traffic legislation within the European Union.

Any legal liability directly or indirectly caused by, or contributed to by, or arising from:

- (1) ionising radiation or radioactive contamination from any nuclear fuel or waste which results from the burning of nuclear fuel; or
- (2) the radioactive, toxic, explosive or other dangerous properties of any nuclear assembly or any part of it

where the legal liability is

- (1) that of any principal
- (2) accepted under an agreement without which the legal liability would not exist.

Extra Covers

This section of **your** insurance policy also covers

(2) Cover for Other People

If the following people have a claim made against them for which **you** would be insured by this section, **we** will pay any amounts for which they are legally liable:-

- (i) any director or **employee**
- (ii) **your** personal representatives in respect of legal liability to the public incurred by **you**

provided that:

you request us to do so

such people shall keep to the terms and conditions and limitations of this policy.

What is covered

(3) Court Attendance Compensation

If **we** require any director, **business** partner or **employee** of **yours** to attend court as a witness in connection with a claim which is covered under paragraph (1a), **we** will pay **you** the amounts shown below: -

for any director or **business** partner of **yours** - £500 per day

for any **employee** - £250 per day.

What is excluded

(4) Unsatisfied Court Judgements

If an **employee** or their personal representative is awarded damages in a British Court which is not paid, in whole or in part, after 6 months, **we** will, at **your** request, pay the amount of the judgement provided that :

- (A) the damages are awarded against a company or individual operating from premises in the **British Isles**
 - (B) the **injury** was caused during any **insurance period** in the course of employment by **you**
 - (C) there is no on-going, planned or outstanding appeal
 - (D) the **employee** or their personal representative shall assign the judgement to **us**.
-

Legal liabilities to employees insurance – claims settlement

How we settle claims for your legal liabilities to employees

As long as the legal liabilities are covered under **your** policy, **we** will pay the amount of the damages and costs awarded against **you** by the court, and any costs that **you** have incurred with **our** written consent.

The most we will pay

In respect of any one **event**, the most **we** will pay for covers (1a), (1b) and (1c) is the limit of indemnity shown by "Legal liabilities to employees insurance" on your **Summary of Insurance**.

Our right to pay the full limit at any time.

In respect of any one **event**, **we** may pay the limit of indemnity shown by "Legal liabilities to employees insurance" on **your Summary of Insurance** (less any sums already paid or incurred) or any lesser amount for which any claims arising from the **event** can be settled. **We** will then relinquish control of such claims and be under no further liability thereof.

Legal liabilities to the public insurance

This section covers **your** legal liabilities to the public.

What is covered

- (1a) **Your** legal liability to pay damages and/or costs to others as a result of:-
- (i) accidental **injury** to any person other than an **employee**
 - (ii) accidental damage to their property
 - (iii) nuisance, trespass to land or goods, or interference with any easement, right of air, light, water or way
- happening during any **insurance period** in connection with the **business**.
- (1b) the costs of legal representation at any coroners inquest, fatal inquiry, or Court of Summary Jurisdiction incurred with **our** written permission in connection with a claim covered under paragraph (1a) above.
- (1c) other costs and expenses incurred with **our** written permission in connection with a claim covered under paragraph (1a) above.

What is excluded

- Any legal liability **you** have arising from the ownership, possession or use by **you** or on **your** behalf, or by anyone entitled to indemnity, of any:
- (A) Mechanically propelled vehicle, other than legal liability arising out of
 - (i) the use of plant as a tool of trade on site
 - (ii) the use of plant at **your** premises
 - (iii) the loading and unloading of any vehicleexcept where **you** are required to arrange insurance or security in accordance with road traffic legislation, or where cover is provided by a motor insurance policy
 - (B) aircraft or other aerial device
 - (C) hovercraft or watercraft, other than hand propelled craft and sailing craft in inland or territorial waters.
- Any **injury** of **your employees** arising out of, or in connection with **your business**.
- Any legal liability for loss or **damage** to material property which belongs to, is held in trust by, or is in the custody or control of, **you**, other than:-
- (i) **your** directors', **business** partners', **employees**', or visitors' personal effects (including vehicles and their contents)
 - (ii) premises and their contents which are not owned, leased or rented to **you**, at which **you** are working in connection with **your business**
 - (iii) premises and their fixtures and fittings which are leased or rented to **you**, unless the legal liability arises solely because of a contract or agreement or where the legal liability arises from an agreement to maintain insurance in respect of loss or **damage** to any such premises and their fixtures and fittings.

What is covered

What is excluded

Any legal liability caused by, or arising out of, pollution or contamination of **buildings**, other structures, water, land or atmosphere unless the pollution or contamination is caused by a sudden identifiable unintended and unexpected incident which takes place in its entirety at a specific moment in time and place during the **insurance period**. All pollution and contamination which arises out of one **event** shall be deemed to have occurred at the time such **event** takes place.

Any legal liability in respect of **damage** to any product supplied, or contract work executed, by **you**, caused by any defect or unsuitability for its intended purpose.

Any legal liability in respect of the cost of recall, removal, repair, alteration or replacement arising from the defect or unsuitability of any product supplied by **you**, or any contract work executed by **you**.

Any legal liability arising from any advice, design or specification provided by **you** for a fee.

Any legal liability for remedying any defect or alleged defect in any premises disposed by **you**.

Any legal liability where such liability has been accepted by agreement except to the extent that such liability would have attached in the absence of such agreement. This exclusion shall not apply if such agreement has been accepted by **us** in writing.

Any legal liability for:

- (i) for fines or penalties
- (ii) for any aggravated exemplary or punitive damages awarded by a court outside the **British Isles**
- (iii) for compensation which has been awarded by a Criminal Court.

Any legal liability directly or indirectly caused by, or contributed to by, or arising from:

- (i) ionising radiation or radioactive contamination from any nuclear fuel or waste which results from the burning of any nuclear fuel; or

What is covered

What is excluded

- (ii) the radioactive, toxic, explosive or other dangerous properties of any nuclear assembly or any part of it.

Any legal liability arising from any consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, insurrection or military or usurped power.

Extra Covers

This section of **your** insurance policy also covers

(2) Cover for Other People

If the following people have a claim made against them for which **you** would be insured by this section, **we** will pay any amounts for which they are legally liable:-

- (i) any director or **employee**
- (ii) **your** personal representatives in respect of legal liability to the public incurred by **you**

provided that:

- **you** request us to do so
 - such people shall keep to the terms and conditions and limitations of this policy.
-

(3) Court Attendance Compensation

If **we** require any director, **business** partner or **employee** of **yours** to attend court as a witness in connection with a claim **we** will pay **you** the amount shown below:-

for any director or **business** partner of **yours** - £500 per day.

for any **employee** - £250 per day.

(4) Personal Legal Liabilities whilst Overseas

If **your** directors, **business** partners, principals, or **employees** are temporarily outside of the **British Isles** in connection with the **business** **we** will cover their legal liabilities in a personal capacity.

All exclusions shown in the "What is excluded" column.

Any legal liability they have arising out of the ownership or occupation of land or **buildings**.

Where cover is provided by any other insurance.

What is covered

(5) Data Protection Act 1998

Your legal liability to pay damages and/or costs to others which are the result of damage or distress as described in Section 13 of the Data Protection Act 1998

Provided that :

- **you** are registered in accordance with the terms of the Act, or
- **you** have applied for registration and it has not been refused or withdrawn
- **you** have taken all reasonable precautions to comply with the requirements of the Act.

We will also cover **your** directors, **business** partners, principals, or **employees** under this Extra Cover, if **you** request.

The **business** shall include the provision of any reciprocal arrangement for the storage or processing of computer data or for the use of computer facilities.

(6) Contingent Motor Cover.

Your legal liability to pay damages and/or costs to others which are the result of:-

(A) **injury** to anyone

(B) accidental **damage** to their property

arising out of the use of any motor vehicle by an **employee** in the course of the **business** which is not **your** property nor provided by **you**.

What is excluded

Any legal liability **you** have to pay fines or penalties.

The cost of rectifying, reinstating, erasing blocking or destroying any personal data.

Where cover is provided by any other insurance.

Any claim arising from a deliberate act or omission by anyone entitled to cover under this Extra Cover

Any claim arising from circumstances notified to any of **your** previous insurers.

Any claim arising from circumstances known to **you** at the time **you** took out this insurance.

Damage to the vehicle or its contents.

Any legal liability caused while the vehicle is being driven by **you**.

Where cover is provided by any other insurance.

Any legal liability caused while the vehicle is being driven outside of the **British Isles**.

Section Exclusion

This exclusion only applies to the Legal liabilities to the public insurance section.

Data Recognition Exclusion

The indemnity will not apply to any liability of whatsoever nature which is caused directly or indirectly by or arises out of the Failure of a System.

Definitions

- (A) Failure of a System means the failure or inability of a System (whether or not owned by **you**)
- (1) correctly to recognise or utilise any data concerning a date (whether a date in the Year 2000 or any other date) as being such calendar date as the data is intended to represent
 - (2) to operate as a result of any command programmed in to the System utilising any date (whether a date in the year 2000 or any other date)
- (B) System includes computers other computing and electronic and mechanical equipment linked to a computer hardware software programs data electronic data processing equipment Microchips and anything which relies on a Microchip for any part of its operation
- (C) Microchip includes integrated circuits and microcontrollers

Legal liabilities to the public insurance – claims settlement

How we settle claims for your legal liabilities to the public

As long as the legal liabilities are covered under **your** policy, **we** will pay the amount of the damages and costs awarded against **you** by the court. **We** will also pay any costs that **you** have incurred with **our** written consent.

The most we will pay

In respect of any one **event**, the most **we** will pay is the limit of indemnity shown by "Legal liabilities to the public insurance" on **your Summary of Insurance**.

The most **we** will pay in respect of all incidents considered by **us** to have occurred during any one **insurance period** in respect of pollution or contamination of **buildings**, other structures, water, land or atmosphere is the limit of indemnity shown by "Legal liabilities to the public insurance" on **your Summary of Insurance**.

Our right to pay the full limit at any time

In respect of any one **event**, **we** may pay the limit of indemnity shown by "Legal liabilities to the public insurance" on **your Summary of Insurance** (less any sums already paid or incurred) or any lesser amount for which any claims arising from the **event** can be settled. **We** will then relinquish control of such claims and be under no further liability thereof, except for costs and expenses for which **we** may be responsible prior to the date of such payment.

Legal defence costs insurance

This section of **your** insurance policy covers **you** and at **your** request, **your** directors, **business** partners, principals and **employees**.

What is covered

Part A

Criminal Proceedings relating to Health and Safety at Work etc. Act 1974 in respect of duties to **your employees**

We will pay

- (A) legal costs and expenses incurred with **our** written consent
- (B) costs awarded against **you** or any director, **business** partner, principal or **employee**

in respect of criminal proceedings, or an appeal against a conviction, for an offence which is alleged to have been committed during the **insurance period** in the course of the **business**.

The proceedings must relate to :

- (i) the health, safety and welfare of a director, **business** partner or **employee** of **yours**; and
- ii) a breach of the Health and Safety at Work Act etc. 1974 or the Health and Safety at Work (Northern Ireland) Order 1978

Part B

Criminal Proceedings relating to Health and Safety at Work etc. Act 1974, the Consumer Protection Act 1987 in respect of duties to members of the public

We will pay

- (A) legal costs and expenses incurred with **our** written consent
- (B) costs awarded against **you** or any director, **business** partner, principal or **employee**

The proceedings must relate to:

in respect of criminal proceedings, or an appeal against a conviction, for an offence which is alleged to have been committed during the **insurance period** in the course of the **business**.

- (i) the health, safety and welfare of any person other than a director, **business** partner or **employee** of **yours**; and
- (ii) a breach of the Health and Safety at Work Act etc. 1974 or the Health and Safety at Work (Northern Ireland) Order 1978 or Part II of the Consumer Protection Act 1987.

What is excluded

Fines or penalties of any kind.

Compensation awarded by a Criminal Court.

Where **injury** to any person or **damage** to property has occurred.

Where cover is provided by any other insurance.

Any proceedings or conviction which arise out of any deliberate act or omission by **you**, or any director, **business** partner or principal of **yours**, or by an **employee** with specific responsibility for compliance with the legislation.

Fines or penalties of any kind.

Compensation awarded by a Criminal Court.

Where **injury** to any person or **damage** to property has occurred.

Where cover is provided by any other insurance.

Any proceedings or conviction which arise out of any deliberate act or omission by **you**, or any director, **business** partner or principal of **yours**, or by an **employee** with specific responsibility for compliance with the legislation.

Section Exclusion

This exclusion only applies to the Legal defence costs insurance section.

Data Recognition Exclusion

The indemnity will not apply to proceedings which result directly or indirectly from or arise out of the Failure of a System.

Definitions

- (A) Failure of a System means the failure or inability of a System (whether or not owned by you)
- (1) correctly to recognise or utilise any data concerning a date (whether a date in the Year 2000 or any other date) as being such calendar date as the data is intended to represent
 - (2) to operate as a result of any command programmed in to the System utilising any date (whether a date in the year 2000 or any other date)
- (B) System includes computers other computing and electronic and mechanical equipment linked to a computer hardware software programs data electronic data processing equipment Microchips and anything which relies on a Microchip for any part of its operation
- (C) Microchip includes integrated circuits and microcontrollers

Legal defence costs insurance – claims settlement

How we settle claims for your legal defence costs

As long as the legal defence costs are covered under **your** policy, **we** will pay the costs that **you** have incurred with **our** written consent, and the costs awarded against **you**, or any of **your** directors, **business** partners or **employees**.

We shall pass notification of any claim to an organisation in the **United Kingdom** with which **we** have an agreement for the provision of legal defence costs services, and which shall administer the claim on **our** behalf.

The most we will pay

The most **we** will pay in any one **insurance period** for **your** legal defence cost is the limit of indemnity shown by "Legal defence costs insurance" on **your Summary of insurance**.

Our right to pay the full limit at any time

We may pay the limit of indemnity shown by "Legal defence costs insurance" on **your Summary of Insurance** (less any sums already paid or incurred) or any lesser amount for which any claims arising can be settled. **We** will then relinquish control of such claims and be under no further liability thereof.

We shall pass notification of any claim for legal defence costs to the third party provider approved by Royal & Sun Alliance Insurance plc.

Legionellosis liability insurance

This section is on a claims made basis with **your** costs and expenses and those of any claimant included within the limit of indemnity shown in the **Summary of Insurance**.

What is covered

- (1) **Your** legal liability to pay damages and/or costs to others as a result of accidental **injury** to any person caused by Legionellosis in connection with the **business**.
- (2) the costs incurred with **our** written consent of legal representation at any coroners inquest, inquiry, or proceedings in any court arising out of any alleged breach of statutory duty resulting in an injury specified in (1) above.
- (3) all other costs and expenses incurred with **our** written consent in relation to any matter which may form the subject of indemnity under (1) above.

What is excluded

- Any claim which is first made in writing to **you** outside of the **insurance period**
- Any claim where
- First notification by **you** to **us** of any circumstance that:
- Has caused **injury**
or is alleged to have caused **injury**
or can be expected to give rise to a claim
- is made to **us** after 30 days following the expiry of the **insurance period**.
- Any legal liability in respect of any Legionellosis where the Legionellosis commenced prior to the start date of this insurance.
- Any legal liability arising from any advice, design or specification provided by **you**.
- Any legal liability arising from any product supplied or contract work executed.
- Any legal liability where such liability has been accepted by agreement except to the extent that such liability would have attached in the absence of such agreement. This exclusion shall not apply if such agreement has been accepted by **us** in writing.
- Any legal liability for:
- (i) fines or penalties.
 - (ii) any aggravated exemplary or punitive damages awarded by a court outside the **British Isles**.
 - (iii) compensation which has been awarded by a Criminal Court.
- Any legal liability directly or indirectly caused by, or contributed to by, or arising from:
- (i) ionising radiation or radioactive contamination from any nuclear fuel or waste which results from the burning of any nuclear fuel; or

What is covered

What is excluded

- (ii) the radioactive, toxic, explosive or other dangerous properties of any nuclear assembly or any part of it.

Any legal liability arising from any consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, insurrection or military or usurped power.

Extra Cover

This section of **your** insurance policy also covers

(4) Court Attendance Compensation

If **we** require any director, **business** partner or **employee** of **yours** to attend court as a witness in connection with a claim, **we** will pay **you** the amount shown below:-

for any director or **business** partner of **yours** - £500 per day.

for any **employee** - £250 per day.

Section Exclusion

This exclusion only applies to the Legionellosis liability insurance section.

Data Recognition Exclusion

The indemnity will not apply to any liability of whatsoever nature which is caused directly or indirectly by or arises out of the Failure of a System.

Definitions

- (A) Failure of a System means the failure or inability of a System (whether or not owned by you)
- (1) correctly to recognise or utilise any data concerning a date (whether a date in the Year 2000 or any other date) as being such calendar date as the data is intended to represent
 - (2) to operate as a result of any command programmed in to the System utilising any date (whether a date in the year 2000 or any other date)
- (B) System includes computers other computing and electronic and mechanical equipment linked to a computer hardware software programs data electronic data processing equipment Microchips and anything which relies on a Microchip for any part of its operation
- (C) Microchip includes integrated circuits and microcontrollers

Legionellosis liability insurance – claims settlement

How we settle claims for your Legionellosis liability

As long as the legal liabilities are covered under **your** policy, **we** will pay the amount of the damages and costs awarded against **you** by the court. **We** will also pay any costs that **you** have incurred with **our** written consent.

The most we will pay

The most **we** will pay for any one claim for **your** Legionellosis liability including all **your** costs and expenses and those of the claimant is the limit of indemnity shown by "Legionellosis liability insurance" on **your Summary of Insurance**.

Our right to pay the full limit at any time

In respect of any one **event**, **we** may pay the limit of indemnity shown by "Legionellosis liability insurance" on **your Summary of Insurance** (less any sums already paid or incurred) or any lesser amount for which any claims arising from the **event** can be settled. **We** will then relinquish control of such claims and be under no further liability thereof.

All claims caused by the same isolated repeated or continuing incidence of Legionellosis shall be considered to have been made in the **insurance period** when the first claim was first made in writing to **you** and notified to **us** or when the first notification of any circumstance was first made to **us**.

Claims conditions

If anything happens which might lead to a claim, what **you** must do depends on what has happened. The sooner **you** tell **us**, the better. In some cases, there are other people **you** should contact first.

1. What to do if someone is holding you, or any other person who may be entitled to claim under this policy, responsible for an injury, or damage to their property

If someone is holding **you**, or any other person who may be entitled to claim under this policy, responsible for an **injury**, or **damage** to their property, tell **us** immediately and give **us** full details in writing as soon as **you** can. **You**, or any other such person must not admit responsibility.

If **you** or any other such person receive any writ, summons, notice of prosecution or any other legal document, send it to **us** straight away without answering it.

Neither **you** nor any other such person must admit, settle, reject, negotiate or promise to pay any claim without **our** written permission.

2. What to do if you, or any other person who may be entitled to claim under this policy, are the victim of riot, theft, vandalism, civil commotion, labour/political disturbance, or Malicious Damage

If **you** or any other such person are a victim of riot, theft, vandalism, civil commotion, labour/political disturbance or malicious damage, tell the police within 24 hours of discovering the **damage** and ask for an incident number. Then tell **us** as soon as **you** can. If **you** suffer **damage** because of a riot, **you** must tell **us** within 7 days or **your** claim will not be covered.

You must also take every precaution to minimise the **damage**.

3. What to do if you suffer some other loss

For any other claims, tell **us** as soon as possible, and take every precaution to minimise the **damage**.

4. Rights and Responsibilities

We may need to enter into **your buildings** to save anything **we** can and to make sure no more **damage** happens. **You** must help **us** to do this but **you** must not abandon **your buildings** to **us**, as **our** responsibility.

We have the right, at **our** expense and in **your** name to:

- take over the defence or settlement of any claim; or
- start legal action in **your** name, or in the name of anyone entitled to indemnity under this policy, to get compensation from anyone else; or
- start legal action in **your** name, or in the name of anyone entitled to indemnity under this policy, to get back from anyone else any payments that have already been made.

We will not enforce rights against a tenant in respect of **damage** to the part of the **buildings** occupied by that tenant or to common parts of the **buildings** unless the **damage** arises out of a criminal fraudulent or malicious act. **We** will not enforce rights against any Company being Parent of or Subsidiary to **you** or any Company which is a Subsidiary of a Parent Company of which **you** are **yourselves** a Subsidiary in each case within the meaning of Section 736 and 744 of the Companies Act 1985 or Articles 2 and 4 of the Companies (Northern Ireland) Order 1986.

You must give us, and pay for, all of the information we reasonably ask for about a claim within 30 days of the damage. You must also help us to take legal action against anyone or help us defend any legal action if we ask you to.

5. Conditions

If any of the terms of conditions 1-4 have not been complied with no claim under this policy shall be payable and any payment on account of the claims already made shall be repaid to us immediately.

6. Fraud

If a claim is fraudulent in any respect or if fraudulent means are used by you, any director, business partner, principal or employee of yours or any person acting on your or their behalf to obtain any benefit under this policy or if any damage is caused by your wilful act or with your knowledge then all benefit under this insurance shall be forfeited.

7. Other Insurance

If you claim under this policy for something which is also covered by another policy, we will only pay our proportionate share of the claim. You should give us full details of the other insurance policy. This condition does not apply to the Contingent Motor Liability cover.

8. Arbitration (applicable to Property damage insurance)

If there is any disagreement between you and us as to the amount to be paid under this policy, liability being otherwise admitted, the disagreement shall be referred to an arbitrator, in accordance with the current law.

9. Adjudication

You shall, on receipt of a Notice of Adjudication relating to any circumstance which has given or may give rise to a claim under this policy, provide immediate notice of this to us.

Policy conditions

1. Non-disclosure or misrepresentation

This insurance shall be voidable in the event of misrepresentation, misdescription or non-disclosure in any material particular.

2. Taking care

You must at **your** own expense take all reasonable steps to prevent, or if **you** cannot prevent, minimise, any **damage** to everything which is covered by this insurance or any potential **injury** to **employees** or the public. **You** must keep all of **your buildings**, furnishings, ways, works, machinery and plant and vehicles in good condition and in good repair. If **you** discover any defect or danger, **you** must make it good as soon as possible and in the meantime take such additional precautions as circumstances require.

3. Changes in your circumstances

You must tell **us** straight away about any of the following.

- If the **buildings** are not in a good state of repair
- Work on the **buildings** other than routine maintenance or decoration
- Any change in the **declared value** of **your buildings**
- Any change in the amount of **rent** which **you** receive
- Any change in the tenancy of **your buildings**
- Any disposal or acquisition of **buildings**
- Any building, demolition or excavation work being carried out on an adjoining premises
- Any other material change to the facts existing at the commencement of each **insurance period**

However, **your** interest in this insurance shall not be prejudiced by:

- (1) structural repairs or other minor alterations, and general maintenance work undertaken
- (2) any increase in risk of **damage** resulting from an alteration, act or omission which occurs without **your** knowledge or consent

provided **we** are notified immediately **you** are aware of the above alterations and any additional premium required is paid.

4. Security and inspection

Unless agreed by **us** in writing to the contrary, in respect of any **buildings** that are **unoccupied**

- (A) gas, water and electricity services and any fuel supplies are kept shut off at the switch or stopcock where they enter the **buildings**
- (B) all water and heating systems be kept drained
- (C) the **buildings** be kept secured by
 - the use of mortice deadlocks conforming to BS3621 or close-shackle padlocks with matching locking bar on all external doors or shutters
 - the use of window locks – where locks are not fitted windows must be screwed shut
 - repairing any broken or defective windows or boarding them externally using 19mm thickness shuttering grade plywood adequately braced and secured against forced entry
 - sealing all letterboxes or fitting a stout steel cage internally
- (D) the **buildings** and external areas immediately surrounding the **buildings** be kept free of all unfixed combustible materials
- (E) any additional requirements put forward by **us** are completed within the timescale specified
- (F) the **buildings** are inspected internally and externally by **you** or **your** representative at least weekly to check that the above requirements are in place. In the event of a breach of requirements (A) to (E), **you** must
 - arrange to carry out the necessary work to satisfy the requirements
 - notify **us**

5. Our liability

All the sums insured, limits of indemnity and any other restrictions on the amount of **our** liability stated in this policy, will apply as maximum limits to **our** liability irrespective of the number of persons entitled to indemnity under this policy.

For all purposes, including, but not limited to the application of sums insured and policy limits, the definition of **you** shall constitute one insured, and there shall only be one contract of insurance between that insured and **us**.

6. Cancellation of your policy

If **you** cancel **your** policy **we** may charge an administration fee of up to £55, which accounts for our costs in providing the policy. If this applies to **you** details will appear in the Important Notes on **your** policy schedule.

7. Cancelling the policy

You may cancel this policy by informing **us** in writing, and cancellation will be effective from the date of receipt of **your** instructions. If a Certificate of Insurance has been issued as a statutory requirement to provide evidence of cover, the cancellation will only be effective from the date of return of the Certificate(s) to **us**.

We may cancel this policy by sending 30 days written notice to **you** last known address.

In the event of cancellation, **we** will refund the premium **you** paid for the rest of the **insurance period**. **We** will do this only if **you** have not made a claim during the **insurance period**.

8. Cancelling the monthly premium instalment agreement

Your policy has an **insurance period** of twelve months and **your** legal contract with **us** is for this period. **We** may have agreed to **you** paying **your** premium by monthly instalments.

If **you** miss a monthly premium **we** will send **you** a notice to **your** last known address, asking **you** to pay the premium **you** have missed. If **you** do not pay the premium **you** have missed by the date given in the notice, **we** will cancel all cover under **your** policy.

If **you** want to cancel the credit agreement but not **your** policy, **you** must write to **us**. **We** will then send **you** a reply telling **you** how much **you** will have to pay for the rest of the **insurance period**. If this amount is not paid by the date given in **our** reply to **you**, then **we** will cancel all cover under **your** policy.

If **you** want to cancel the monthly premium instalment agreement, **you** should also tell **your** bank, building society or Girobank to cancel **your** direct debit arrangement.

9. Law Applicable

Unless the parties have agreed otherwise in writing any dispute concerning the interpretation of the Policy shall be governed and construed in accordance with English law and shall be resolved within the non-exclusive jurisdiction of the courts of England and Wales.

10. Data Protection

All personal information supplied by you will be treated in confidence by the RSA Group of companies and will not be disclosed to any third parties except where your consent has been received or where permitted by law. In order to provide you with products and services this information will be held in data systems of the RSA Group of companies or our agents or subcontractors.

The RSA Group of companies may pass your personal information to other companies for processing on its behalf. Some of these companies may be based outside Europe in countries which may not have laws to protect your personal information, but in all cases the Group will ensure that it is kept securely and only used for the purposes for which you provided it. Details of the companies and countries involved can be provided to you on request.

Words with special meanings

Any word defined below will have the same meaning wherever it is shown in your policy in bold print.

Word	Meaning
British Isles	England, Scotland, Wales, Northern Ireland, Isle of Man and the Channel Islands
buildings	<p>Buildings being your property or property for which you are responsible situated at the address shown on your Summary of Insurance built mainly of brick stone concrete or other non-combustible material, including:</p> <p>Your fixtures and fittings including fixed glass and fitted carpets</p> <p>Tenant's improvements for which you are responsible in, on, or around the buildings</p> <p>Furnishings and other contents of common parts of the buildings</p> <p>Gangways, pedestrian malls and pedestrian access bridges</p> <p>Walls, gates, fences and services</p> <p>Car parks, roads, pavements and similar surfaces all constructed of solid materials</p> <p>Landscaping excluding external ponds and lakes</p>
business	<p>That which is specified in your Summary of Insurance and conducted solely in the British Isles and shall include:</p> <p>(A) ownership, repair and maintenance of your buildings</p> <p>(B) occupation of the buildings other than for the purpose of you operating any trade or business therefrom (although up to 20% business purposes occupancy for each building is allowed)</p> <p>(C) provision and management of canteen, social, sports and welfare organisations for the benefit of any employee</p> <p>(D) provision and management of first aid, ambulance and medical services for the benefit of any employee</p> <p>(E) fire and security services maintained solely for the protection of your buildings which you own or occupy</p>

Word	Meaning
	<p>(F) private work undertaken by an employee for any employee director or business partner of yours, with your prior permission</p> <p>but in respect of "Legal liabilities to employees insurance" excluding any work undertaken offshore</p>
damage	Loss, destruction or damage
Day One Rebuilding Value	<p>The total costs within the "How we settle claims for damage to buildings" section (plus covers 11,12,13 and costs for building regulation, Local Authority requirements or European Union legislation) at the level of costs applying at the commencement of the insurance period in rebuilding the buildings to a condition substantially the same as their condition when new.</p>
Day One Rental Value	<p>The actual annual rent at the start of the insurance period or, if the buildings are untenanted at that date, the actual annual rent at which the buildings were subsequently let (or the estimated annual rent at which they are expected to be let). If the buildings are subject to a rent free period concession at the start of the insurance period, the Day One Rental Value shall be the actual annual rent that applies from the date immediately after the rent free period ceases.</p> <p>In each case above the amount to be proportionately increased where the indemnity period exceeds one year.</p>
declared value	<p>The value declared by you at the start of each insurance period, which you consider to be the cost of rebuilding at the level of costs applying at the start of the insurance period, without any provision for inflation.</p>
employee	<p>Any person who is under a contract of service or apprenticeship with you or any person supplied to or hired or borrowed by you in the course of the business</p>
event	<p>An occurrence or all occurrences of a series consequent on, or attributable to, one source or original cause</p>
excess	<p>The first part of each and every claim which you must pay at each separate premises</p>
fees	<p>Any architects¹, surveyors¹, and legal fees paid by you with our written consent</p>

Word	Meaning
indemnity period	The maximum period from the date of damage for which we are liable to pay any loss of rent
injury – Legal liabilities to employees insurance	Bodily injury, death, disease or illness
injury – Legal liabilities to the public insurance and Legal defence costs insurance	Bodily injury, mental injury, death, disease, illness, wrongful arrest or false imprisonment
injury – Legionellosis liability insurance	Bodily injury, death, disease or illness of any person other than an employee
insurance period	The period starting and ending on the dates shown on your summary of insurance . It also includes any further period which you pay for, and for which we accept your premium
Legionellosis	Any discharge, release or escape of legionella or other airborne pathogens from water tanks, water systems, air - conditioning plants, cooling towers and the like
Notice of Adjudication	Any notice issued to a party to a contract to which Housing Grants Construction and Regeneration Act 1996 applies stating an intention to refer a dispute under the contract to adjudication
offshore	From getting onto, or into, a vessel or aircraft for travel to an offshore rig or platform, until getting off, or out of, the vessel or aircraft onto land
rent	Any money in the nature of rent which you receive from a tenant including service charges
services	Telephone, gas, electricity and water mains, drains and sewers, electrical instruments, meters, piping, cabling and the like which provide services to or from the buildings and for which you are responsible
Summary of Insurance	The document attached to the policy wording providing specific details relating to your insurance
United Kingdom	England, Scotland, Wales and Northern Ireland
unoccupied	Empty, disused, unoccupied, unfurnished, untenanted or no longer in active use
we, us, our	Royal & Sun Alliance Insurance plc No. 93792. Registered in England and Wales. Registered office at St Mark's Court, Chart Way, Horsham, West Sussex RH12 1XL. Authorised and regulated by the Financial Services Authority.
you, your, yours, yourselves	The policyholder shown in the Summary of Insurance

Complaints Procedure

We aim to provide **you** with a first class service. If **we** have not delivered the service that **you** expect or **you** are concerned with the service provided, **we** would like the opportunity to put things right.

Our complaints process

- Initially, please raise **your** concerns with **your** usual business contact.
- If your complaint is not resolved or **you** are not happy with **our** response and the course of action proposed, **you** can progress your complaint to **our** Customer Relations Office.
- A separate investigation will then be carried out in an attempt to resolve **your** complaint and a final decision issued. However, if resolution is not possible they will issue a response within 8 weeks of **your** original complaint.

Customer Relations Contact Details

Customer Relations Office

MORE TH>N BUSINESS

Bowling Mill

Dean Clough Industrial Park

Halifax

HX3 5WA

Telephone: 0800 1076160

Fax: 01422 325146

Email: crt.halifax@uk.rsagroup.com

What to do if you are still not satisfied

If you are still not satisfied Royal & Sun Alliance Insurance plc is regulated by the Financial Services Authority whose arbitration service is the Financial Ombudsman Service, and you may be able to refer your complaint to them.

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London

E14 9SR

Telephone: 0845 0801800

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Your rights

Your rights as a customer to take legal action remain unaffected by the existence or use of any complaint procedures referred to above. However, the Financial Ombudsman Service will not adjudicate on any cases where litigation has commenced.

CALL MORE TH>N BUSINESS AND SAVE

VAN INSURANCE	0800 980 1740
BUSINESS CAR INSURANCE	0800 980 1741
OFFICE INSURANCE	0800 980 1743
SHOP INSURANCE	0800 980 1744
HOTEL INSURANCE	0800 980 1745
PUBLIC LIABILITY INSURANCE	0800 980 1746
BUSINESS INSURANCE	0800 980 1747
HAIR & BEAUTY INSURANCE	0800 980 1748
CLUBS INSURANCE	0800 980 1749
PROFESSIONAL INDEMNITY INSURANCE	0800 975 3086

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